Illinois Performance Measures - Hit or Miss Report - SBC Illinois - Checklist Item 7

7. Nondiscriminatory Access to 911, E911, Directory Assistance, and Operator Call Completion

Description	PM	Tier 1	Tier 2	Area	P/B	Sep-02 CLEC	AIT/ Benchmark	% Yes - Z-Value	60% Result	Oct-02 CLEC	AIT/ Benchmark	% Yes - Z-Value	90% Result	Nov-02 CLEC	AIT/ Benchmark	% Yes - Z-Value	70% Result	Overall Result 70%
Directory Assistance Grade of Service - < 1.5 Secs	79 - 01	-	-	IL	D	45.14%	n/a	n/a	-	43.62%	n/a	n/a	-	44.11%	n/a	n/a	-	-
Directory Assistance Grade of Service - < 2.5 Secs	79 - 02	-	-	IL	D	51.68%	n/a	n/a	-	50.25%	n/a	n/a	-	50.62%	n/a	n/a	-	-
Directory Assistance Grade of Service - > 7.5 Secs	79 - 03	-	-	IL	D	27.64%	n/a	n/a	-	27.86%	n/a	n/a	-	28.08%	n/a	n/a	-	-
Directory Assistance Grade of Service - > 10 Secs	79 - 04	-	-	IL	D	21.48%	n/a	n/a	-	21.16%	n/a	n/a	-	21.40%	n/a	n/a	-	-
Directory Assistance Grade of Service - > 15 Secs	79 - 05	-	-	IL	D	12.47%	n/a	n/a	-	11.70%	n/a	n/a	-	11.71%	n/a	n/a	-	-
Directory Assistance Grade of Service - > 20 Secs	79 - 06	-	-	IL	D	5.54%	n/a	n/a	-	4.83%	n/a	n/a	-	4.84%	n/a	n/a	-	-
Directory Assistance Grade of Service - > 25 Secs	79 - 07	-	-	IL	D	1.01%	n/a	n/a	-	0.87%	n/a	n/a	-	0.95%	n/a	n/a	-	-
Directory Assistance Average Speed of Answer (seconds)	80 - 01	-	L	IL	B	5.38	7.00	(1.62)	Yes	5.36	7.00	(1.64)	Yes	5.37	7.00	(1.63)	Yes	HIT
Operator Services Grade of Service - < 1.5 Seconds	81 - 01	-	-	IL	D	62.78%	n/a	n/a	-	66.00%	n/a	n/a	-	65.72%	n/a	n/a	-	-
Operator Services Grade of Service - < 2.5 Seconds	81 - 02	-	-	IL	D	67.85%	n/a	n/a	-	70.91%	n/a	n/a	-	70.62%	n/a	n/a	-	-
Operator Services Grade of Service - > 7.5 Seconds	81 - 03	-	-	IL	D	16.09%	n/a	n/a	-	14.68%	n/a	n/a	-	14.79%	n/a	n/a	-	-
Operator Services Grade of Service - > 10 Seconds	81 - 04	-	-	IL	D	11.06%	n/a	n/a	-	10.38%	n/a	n/a	-	10.45%	n/a	n/a	-	-
Operator Services Grade of Service - > 15 Seconds	81 - 05	-	-	IL	D	4.46%	n/a	n/a	-	4.72%	n/a	n/a	-	4.73%	n/a	n/a	-	-
Operator Services Grade of Service - > 20 Seconds	81 - 06	-	-	IL	D	1.36%	n/a	n/a	-	1.89%	n/a	n/a	-	1.91%	n/a	n/a	-	-
Operator Services Grade of Service - > 25 Seconds	81 - 07	-	-	IL	D	0.36%	n/a	n/a	-	0.81%	n/a	n/a	-	0.82%	n/a	n/a	-	-
Operator Services Speed of Answer (seconds)	82 - 01	-	L	IL	B	3.21	3.60	(0.39)	Yes	3.06	3.60	(0.54)	Yes	3.10	3.60	(0.50)	Yes	HIT
Percent Calls Abandoned - OS	83 - 01	-	-	IL	D	209.25%	n/a	n/a	-	213.62%	n/a	n/a	-	206.61%	n/a	n/a	-	-
Percent Calls Abandoned - DA	83 - 02	-	-	IL	D	64.23%	n/a	n/a	-	64.35%	n/a	n/a	-	64.25%	n/a	n/a	-	-
Average Time to Clear Errors (hours)	102 - 01	L	-	IL	P	6.15	24.15	(3.63)	Yes	10.23	15.92	(2.43)	Yes	8.41	8.47	(0.04)	Yes	HIT
% Accuracy for 911 Database Updates	103 - 01	L	-	IL	P	n/a	n/a	n/a	-	n/a	n/a	n/a	-	n/a	n/a	n/a	-	-
Average Time Required to Update 911 Database (Facility Based Providers) (minutes)	104 - 01	L	-	IL	P	84.24	66.97	1.86	No	117.59	107.24	0.68	Yes	87.84	63.67	2.43	No	**MISS**
The Average Time it Takes to Unlock the 911 Record	104.1 - 01	-	-	IL	D	2.20	n/a	n/a	-	3.29	n/a	n/a	-	1.63	n/a	n/a	-	-
% of Updates Completed into the DA Database within 72 Hours for Facility Based CLECs - Man Orders	110 - 01.1	L	-	IL	B	99.89%	95.00%	(4.89)	Yes	100.00%	95.00%	(5.00)	Yes	100.00%	95.00%	(5.00)	Yes	HIT
% of Updates Completed into the DA Database within 72 Hours for Facility Based CLECs - Elec Orders	110 - 01.2	L	-	IL	P	98.90%	99.70%	19.78	No	99.82%	99.77%	(1.58)	Yes	99.74%	99.77%	1.02	Yes	HIT
Average Update Interval for DA Database for Facility Based CLECs (hours) - Manual Orders	111 - 01.1	L	-	IL	B	27.65	48.00	(20.35)	Yes	30.35	48.00	(17.65)	Yes	30.00	48.00	(18.00)	Yes	HIT
Average Update Interval for DA Database for Facility Based CLECs (hours) - Electronic Orders	111 - 01.2	L	-	IL	P	17.59	16.76	9.01	No	16.52	16.61	(0.84)	Yes	16.93	16.52	4.53	No	**MISS**
% Directory Assistance Database Accuracy for Manual Updates	112 - 01	L	-	IL	B	99.98%	97.00%	(2.98)	Yes	99.82%	97.00%	(2.82)	Yes	99.19%	97.00%	(2.19)	Yes	HIT
% of Electronic Updates that Flow Through the Update Process w/out Manual Intervention	113 - 01	L	-	IL	P	97.98%	99.33%	23.38	No	98.53%	99.56%	20.08	No	98.03%	99.55%	27.27	No	**MISS**

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7. Nondiscriminatory Access to 911, E911, Directory Assistance, and Operator Call Completio						Sep-02				Oct-02				Nov-02				Overall
		Tier 1	Tier 2				AIT/	% Yes -	60%		AIT/	% Yes -	90%		AIT/	% Yes -	70%	Result
Description	PM	1	2	Area	P/B	CLEC	Benchmark	Z-Value	Result	CLEC	Benchmark	Z-Value	Result	CLEC	Benchmark	Z-Value	Result	70%
Total # All Submeasures								28				28				28		
# Counted (with z-score and sample size of 10 or more)								10				10				10		10
# Not Counted (Base < 10 or n/a)								18				18				18		
Critical Z Value								1.645				1.645				1.645		
Number of Submeasures Met								6				9				7		7
Number of Submeasures Missed								4				1				3		3
Success Ratio - All Measures								**60.0%**				**90.0%**				**70.0%**		**70.0%**
Total # Tier 2 Submeasures								2				2				2		
# Counted (with z-score and sample size of 10 or more)								2				2				2		2
# Not Counted (Base < 10 or n/a)								0				0				0		
Number of Submeasures Met								2				2				2		2
Number of Submeasures Missed								0				0				0		0
Success Ratio - Tier 2 Measures Only								**100.0%**				**100.0%**				**100.0%**		**100.0%**
Total # Tier 1 and/or Tier 2 Submeasures								11				11				11		
# Counted (with z-score and sample size of 10 or more)								10				10				10		10
# Not Counted (Base < 10 or n/a)								1				1				1		
Number of Submeasures Met								6				9				7		7
Number of Submeasures Missed								4				1				3		3
Success Ratio - Tier 1 and/or Tier 2 Measures								**60.0%**				**90.0%**				**70.0%**		**70.0%**

Notes:
(1) Overall HIT or MISS is determined by the Yes or No results for two out of the last three months. Two or more results of Yes = HIT; two or more results of No = MISS. A dash means the result is neither a hit nor a miss and is not counted.
(2) The Critical Z value shown above may be used for counting hits and misses on the HOMR report, regardless of the number of measures reported. This is the lowest possible Critical Z value on the table. Remedy payment calculations may use a slightly higher Critical Z. Benchmark measures are pass/fail and do not use the Critical Z in IL, IN, MI, and WI. In addition, the Critical Z may not apply to some particular measures, as specified in the business rules.
(3) Measures that have a Z-Value but no Result (Yes/No) are either diagnostic or lower-level disaggregations that are used to determine a higher level disaggregation.
(4) Values in the P/B column denote the following: P = Parity, B = Benchmark, D = Diagnostic (no comparison)
(5) Measures with no activity are displayed with a value of "n/a" in the CLEC result columns.
(6) Measures with a Result of "Base<10" have fewer than 10 CLEC observations. These will usually display a Z-Value of "n/a".
(7) Codes in the Area column are: CO=Company level, IL=State level